

Information Technology Service Management [T009]
Buyer's Guide

Purpose

This guide provides summarized information for the buyer of active, enterprise contract products and services. By clicking on quick links — [underlined, blue-colored words or sentences](#) — one is redirected to various documents; such as, the awarded contract, the Invitation to Bid (ITB), guides and brochures that will assist in building a purchase order for the products and services on the specific contract, and in some guides allow direct access to the e-mail addresses or Web sites of vendor contacts.

Award Date	Duration	Estimated Re-bid Year
10/23/2014	5 years	2020

Description

The purpose of this Invitation to Bid (ITB) of the State of Alabama, herein referred to as State or STATE, is to establish enterprise contracts to be used by State agencies, political subdivisions, local government agencies, and public educational institutions to purchase ServiceNow® Information Technology Services Management (ITSM) System Software Products and Technical Services. The State may use this contract to purchase ITSM related software or services included in this contract. The goal is to provide a catalog of Vendor provided ITSM products and services to accommodate an agency's software-as-a-service (SaaS) requirements.

The terms *VENDOR*, *BIDDER*, or *Vendor* were used interchangeably within the ITB and refer to the entity submitting a response to the ITB or awarded the contract. The term *manufacturer* refers to the software publisher or manufacturer of software licensed under the software publisher's brand name.

The awarded software Vendor provides ITSM system software as a service. The software offered by the Vendor must be outlined in a [Software/Application Catalog](#).

The awarded technical services Vendor provides services not limited to, but may include ITSM architecture, design, integration, customization, software development and related training. The services provided by the Vendor must be outlined in a [Services Catalog](#).

Both the ITSM Software and Services Catalogs must encompass the products offered by the VENDOR for ServiceNow® ITSM System Software. [The bid provided for the award of one software contract that included the full software application catalog and up to three services contracts](#). Vendors were allowed to bid on either or both the software and the services. Vendors were required to indicate which component they were bidding by completing and submitting the appropriate sections of **Attachment A** and **Attachment B** of the ITB.

The software was bid as a percentage discount from the *manufacturer's* ITSM software catalog. The services were bid using the percentage discount off the catalog containing hourly rates for services. [The discount bid applies to the entire catalog\(s\)](#). The categories were evaluated and awarded separately. All Vendors were required to designate or declare whether the percent off catalog referred to the manufacturer suggested retail price (MSRP) or Original Equipment Manufacturer (OEM) price listing.

Use of Contract

To acquire software or services from this contract, please contact directly your Customer Service Manager or the [ISD Help Desk](#) with the Department of Finance, ISD.

Contract Notice of Award

[Link to Contract](#)

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Original ITB

[Link to ITB](#)

Product Guide & How to Order

Use the [Product Guide](#) to obtain the summarized contract information such as; company names, catalog links, discount rates, product descriptions, and contact information. If applicable and if available, link to the vendor's website to review the product line and determine all specifications for the product or service that you wish to purchase. If the website offers capabilities such as; product comparisons and fill-a-cart or creation of a basket for purchasing, then take advantage of those features. Finally, complete a purchase order for one item and [print the completed purchase order](#) to use as a worksheet. You cannot purchase the product from the vendor's site, but the worksheet will assist with your State purchasing request.

For this particular contract review **Use of Contract** instructions above.

Employee Discount

Not applicable for this contract.

Vendor Brochure

Links or complete brochures will be provided when available from the vendor.